

ABSTRACT OF THE DISCLOSURE

To generate a command for dealing with error message from accumulated information and transmit the command to information processing as transmission place, a process analyzes error message received by a communication process, searches file based on analysis of the error message, and searches file based on search, to acquire related message. A process analyzes the error message and the related message, and searches file in which contents of recovery operation generated in process have been accumulated, for information whose recover operation condition is in agreement with the analyzed information. A process displays the contents of searched information on display. A process generates command based on recovery operation corresponding to recovery operation method selected by a keyboard or a mouse, and on the error message and the related message by process. The communication process transmits the generated command to information processor unit.